400 Seventh Street, S.W.
Washington, D.C. 20590

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

Dear Crash Data Researchers/Users:

Thank you for choosing crash data from the National Highway Traffic Safety Administration (NHTSA) for your research or other use. The information contained in this motor vehicle crash report is collected, maintained and distributed in accordance with Public Law 89-564. In accordance with this Public Law, NHTSA is required not to release any case information until completion of quality control procedures. These procedures include a review of the case material to extract all names, licenses and registration numbers, non-coded interview material, non-research related researcher comments in the margins, non-factual data, and the production number portion of the vehicle identification number (VIN).

If you requested NHTSA to query its database files in order to identify a specific crash, then that query was made using non-personal descriptors you provided for use in our search. This motor vehicle crash may have been identified from a data search and matches the general, non-personal descriptors you provided, but we cannot confirm that this is the specific crash report you requested.

If you have any questions with regard to the above procedures, please contact the Field Operations Branch, Crash Investigation Division, National Center for Statistics and Analysis at 202-366-4820. Again, please be advised that we cannot confirm that this is the case that you have specifically requested nor can we certify the information to be correct.

*** *** ***

TRANSPORTATION SCIENCES CENTER
ACCIDENT RESEARCH GROUP

Division of Arvin/Calspan
[redacted]

CALSPAN ON-SITE INADVERTENT AIR BAG DEPLOYMENT INVESTIGATION

CALSPAN CASE NO. 92-8

VEHICLE - 1990 PLYMOUTH ACCLAIM

LOCATION - [redacted], GA

INCIDENT DATE - [redacted] 1992

Contract No. DTNH22-87-C-27169

Prepared for:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590

TECHNICAL REPORT STANDARD TITLE PAGE

1. Report No.	2. Government Accession No.	3. Recipient's Catalog No.
92-8		

4. Title and Subtitle	5. Report Date
Calspan On-Site Alleged Inadvertent Air Bag Deployment Investigation Vehicle - 1990 Plymouth Acclaim Location - [redacted], GA	[redacted] 1992 6. Performing Organization Code
7. Author(s) Accident Research Group	8. Performing Organization Report No.
9. Performing Organization Name and Address Transportation Sciences Center Accident Research Group Division of Arvin/Calspan [redacted], NY [redacted]	10. Work Unit No. [redacted] 11. Contract or Grant No. DTNH22-87-C-27169
12. Sponsoring Agency Name and Address U.S. Department of Transportation National Highway Traffic Safety Administration Washington, D.C. 20590	13. Type of Report and Period Covered Technical Report Incident Date [redacted]/92 14. Sponsoring Agency Code

15. Supplementary Notes

On-site investigation of an alleged inadvertent air bag deployment in a 1990 Plymouth Acclaim.

16. Abstract

This on-site investigation focused on an owner/driver's report of an alleged inadvertent air bag deployment in a 1990 Plymouth Acclaim. She had purchased the vehicle new from a local dealership on [redacted] 1990. Prior to the purchase, the driver was advised by the dealer that the Plymouth Acclaim was involved in a side-swipe collision on [redacted] 1990. The air bag did not deploy (rearward force direction) and all damage was repaired by the dealer.

The driver and her husband had driven the Plymouth Acclaim for approximately 31,000 miles since the purchase date and had no problems with the vehicle. On the evening of [redacted] 1990, the 34 year old female driver was returning to her residence and was traveling in the center lane of a six lane divided roadway at an estimated speed of 55-60 mph. As the vehicle was exiting a bridge (concrete to asphalt transition), the driver stated that the air bag deployed without impact. She reported hearing a loud bang and noted "dust" within the vehicle. She immediately braked to a near stop and realized that the bag had deployed. The driver pushed the bag to the side and continued to drive home.

The following morning the driver called the dealer and reported the inadvertent deployment. The dealer assumed the deployment was crash related and quoted her a replacement cost of $500.00. The driver contacted the zone service office who arranged an inspection of the vehicle. Following the inspection and a diagnostic test of the air bag system, the dealer and zone office concluded that the bag deployed as a result of a collision. Our inspection of the vehicle did not support a crash induced deployment.

17. Key Words	18. Distribution Statement
Alleged inadvertent deployment	General Public

19. Security Classif. (of this report)	20. Security Classif. (of this page)	21. No. of Pages	22. Price
Unclassified	Unclassified	58	

Form DOT F 1700.7 (8-69)

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CALSPAN ON-SITE ALLEGED INADVERTENT AIR BAG DEPLOYMENT INVESTIGATION

CALSPAN CASE NO. 92-8

VEHICLE - 1990 PLYMOUTH ACCLAIM
LOCATION - [redacted], GA

SUMMARY

This on-site investigation focused on an alleged inadvertent air bag deployment in a 1990 Plymouth Acclaim LX, 4 dr. sedan. The vehicle was manufactured in [redacted] and was identified by the following V.I.N.: 1P3XA7633L[redacted]. The incident occurred on a six lane divided highway on [redacted] 1992, at [redacted] hours. The roadway consisted of three lanes in both the east and westbound directions of travel and was divided by a 6" curbed median that was 12' in width. The roadway was paved with asphalt that was in good condition with no potholes. The driver reported that the alleged inadvertent deployment occurred as the vehicle was crossing over a concrete surfaced bridge. The transition from the bridge to the asphalt roadway was extremely smooth with no expansion joints. This investigator observed 50+ vehicles override this point in the roadway. None of the vehicles bottomed or sustained any noticeable suspension compression from overriding the transitional area.

The 34 year old female driver and her husband had purchased the Plymouth Acclaim new from a local Chrysler/Plymouth dealer on [redacted] 1990. Prior to the purchase, the couple was informed by the dealer that the Acclaim had been involved in a minor sideswipe collision during a test drive on [redacted] 1990. The dealership assured the owners that the vehicle was properly repaired and was covered by the full new car warranty.

During the on-site investigation, the investigator visited the dealership and discussed the previous collision damage with the body shop manager. He stated that the vehicle sustained sideswipe damage to the left side and that it appeared to involve a rearward direction of force (i.e., 6-7 o'clock sector) since both vehicles were traveling in the same direction. The following day he located the file and facsimiled photographs and the repair order for the previous damage. The air bag did not deploy as a result of the crash which involved the left front fender, front bumper (displaced forward) and subsequent sideslap damage to the left front door and left rear quarter panel.

The driver and her husband have driven the vehicle extensively during the 18 months of ownership and have logged approximately 31,000 miles on the odometer up to the time of the alleged inadvertent deployment. They did not encounter any problems with the vehicle and were completely satisfied with its performance.

On the night of the alleged inadvertent deployment, the driver was enroute to her residence and was traveling in the center westbound lane at an estimated speed of 55-60 mph. She stated that the air bag warning light was not illuminated. The vehicle was traveling on a smooth asphalt road surface with a downgrade of approximately 2% as the driver approached a concrete surfaced bridge. The asphalt

was butted flush to the concrete bridge surface. At 30' inboard of the concrete bridge edges, a 2" wide form line was filled with tar. The joints were level with no protruding surfaces. At the center of the bridge was a steel expansion joint that was flush with the concrete surface. The driver stated that as the vehicle exited the bridge, the air bag system deployed. She was in a normal driving position with her right hand on the steering wheel and her left arm resting on the door armrest. The tilt wheel was adjusted to the mid point and her seat was adjusted to the middle position. The driver heard a loud bang as the air bag deployed. The expanding bag contacted the anterior aspect of her right wrist and forearm which displaced her right hand from the steering wheel rim. The driver stated that she sustained a superficial area of redness (burn or abrasion) to the dorsal aspect of her right hand. The injury was V-shaped and appeared one day post-deployment. The driver did not know if the injury occurred from the air bag or from contact with an interior component (i.e., rear view mirror).

The driver subsequently noted dust particles within the vehicle and initially thought she had struck the concrete bridge. She stated that the air bag deflated immediately and as she looked forward, she was still in the center travel lane. She immediately grabbed the steering wheel with her left hand and maintained control of the vehicle. The driver braked to a near stop, pushed the air bag between the module assembly and the steering wheel rim and continued to her residence without stopping. She stated that her face did not contact the deployed air bag.

The following morning [redacted] at [redacted] hours, the driver telephoned the service manager at the local dealership and reported that her air bag had malfunctioned and deployed without an impact. She assumed the replacement would be covered under warranty and was surprised when the service manager quoted her a replacement cost of $500.00. The driver subsequently contacted [redacted] who forwarded her complaint to a local representative at the [redacted].

The Plymouth Acclaim was inspected at the dealership on [redacted] by the body and service managers and also by the zone manager. They concluded that the vehicle had sustained impact damage to the bumper, bumper reinforcement, radiator core support, right front wheel, the right front inner fender, and to the windshield and that the damage was sufficient to deploy the air bag system.

The following day [redacted], the dealer tested the system diagnostics, using the DRBII tester. They reported that there were no stored faults that would indicate a problem in the system. The diagnostic indicated that the squib was open for 533 driving minutes since deployment. Chrysler subsequently recommended that the driver contact her insurance company for further information regarding the replacement of the air bag module. The driver denied that an impact occurred and refused to submit the claim to her insurance carrier. She folded the air bag into the module and continued to drive the vehicle when necessary. The driver contacted NHTSA and reported the inadvertent deployment.

The investigator from Calspan Corporation inspected the 1990 Plymouth Acclaim at the owner's residence on [redacted] 1992. At the time of our inspection, the vehicle's odometer reading was 34,863 miles. There was no visible damage to the grille, hood, or front fenders of the vehicle. All components were properly aligned with uniform spacing between the hood and fenders and fenders and doors. The hood and doors operated properly. There were two areas of damage to the windshield which appeared to be stone type chips. A chip was located .125" inboard of the right A-pillar and 6.25" above the base of the windshield. The outer pane of the laminated windshield was cracked in a semi-circular pattern. The crack originated at the chip and extended from the A-pillar horizontally 3" to the apex of the crack. The crack continued downward 6.25" to the base of the glass. The second chip was located 19.25" inboard of the right A-pillar and 3.125" above the base of the glass. There were no cracks extending from this chip. The windshield water mark was as follows:

SAFEGUARD

The front bumper facia did not yield evidence of impact (i.e., scratches, paint transfers, gouges, cracked license plate frame, etc.). The paint at the lower portion of the facia (painted gray) at the inboard edge of the driving lights was chapped from possible flexing of the lower center facia. A molded bracket on the lower facia was not attached to the bumper reinforcement bar. The paint on the top surface of the bumper facia right of center was peeling from the flexible material. The front bumper energy absorbing devices (EADs) were partially compressed at some point in time and returned to their original positions. The left EAD had compressed 0.25" while the right EAD compressed 0.4" (7/16"). The left driving lamp lens was broken; however, the owners stated that the lens was damaged by a stone approximately one year ago.

During our inspection of the vehicle, we drove the Plymouth Acclaim to a local service center where they put the vehicle on a lift for a thorough inspection of the undercarriage components. A flexible rubber splash shield was attached to the base of the radiator core support. The shield was not damaged; however, the lower edge of the shield was superficially abraded. The rear edge of the transaxle oil pan was also abraded with no deformation to the pan. Both the splash shield and the transaxle oil pan were probably damaged as the vehicle overrode a curb or a parking curb. The owners did not deny possible contact with a parking curb.

The front crossmember that was located rearward of the engine compartment was not damaged or abraded. A small tissue and hair deposit was noted to the leading edge of the crossmember 8" left of center. The deposits appeared to be fairly recent and probably occurred as the vehicle overrode a small animal. There was no visible damage or displacement of the undercarriage components that would have provided a sufficient longitudinal pulse ($\Delta V \geq$ 12 mph) required to deploy the driver air bag system.

The service center checked the 4-wheel alignment of the vehicle. All alignment measurements were within the acceptable limits with the exception of the camber adjustment at the right front wheel. The right front camber was -0.24° out of alignment. A printout of the alignment is included as Attachment C. Both wheelbases were measured at 103.5"; however, the 1990 specifications list the original wheelbase at 103.3".

The dealership identified damage to the right front inner fender and to the right front alloy wheel. There was no visible damage to the inner fender area of the vehicle. The owner pointed to a tar-like transfer on the outer edge of the right front wheel which the dealer identified as damage. The transfer was superficial with no deformation or cracks to the alloy wheel. The center plastic dust caps were missing from the left front and right front wheels of the vehicle.

The radiator core support did not appear to be damaged as noted by the dealership during their inspection of the vehicle on [redacted] 1992. The upper edge of the core support was straight from fender to fender. The core support appeared to be properly aligned vertically on each side of the radiator. The air bag crash sensors were mounted to this section of the core support and both sensors were properly positioned both vertically and horizontally. There was no damage to the sensors or to the associated wiring or female connectors. The sensors were removed from the vehicle and shipped to NHTSA for additional inspection.

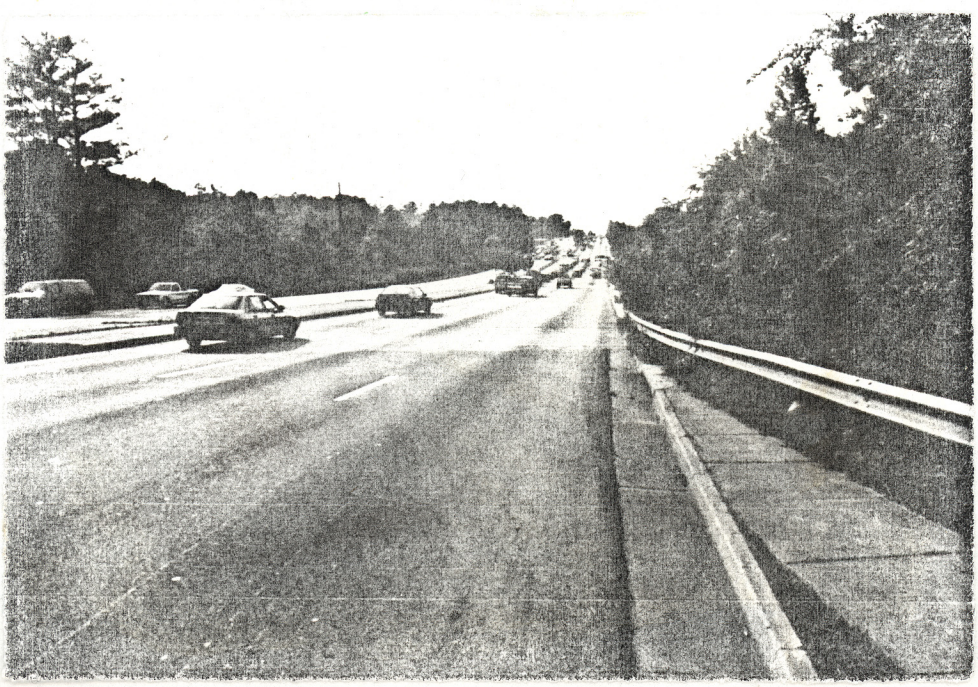
The air bag deployed properly from the module assembly. The module cover tore open in a H-configuration at the designated tear points. The bag was not damaged and was found neatly folded into the module cover. The air bag was identified by the following number sequence:

Based on our inspection of the 1990 Plymouth Acclaim, the front bumper did sustain a minor impact at some point in time to compress the energy absorbing devices .25" on the left and 0.4" on the right. This minor impact would not have resulted in a sufficient longitudinal deceleration that is necessary to deploy the air bag system. There was no other visible damage to the exterior or undercarriage components of the vehicle.

The section of roadway in the area of the alleged inadvertent deployment was in good condition with no defects or potholes. The transition points at the concrete bridge were smooth and flush with the asphalt road surface. It is extremely doubtful that the roadway could have contributed to the deployment of the air bag system.

The air bag crash sensors were removed from the vehicle and shipped to NHTSA for further inspection and calibration tests. Based on the inspection of the scene and vehicle, and statements from the driver, the air bag system either deployed inadvertently, or as a result of an extremely minor impact that was unknown to the driver.

SELECTED PRINTS



Path Of Travel Of The 1990 Plymouth Acclaim.

Transition Point From The Asphalt Road Surface To The Concrete Bridge Surface.

Vehicle's Continued Path Of Travel.

2" Wide Pour Joint Near Beginning Of Bridge.

Expansion Joint At The Mid Bridge Area.

Vehicle's Trajectory To The Area Of The Alleged Inadvertent Deployment.

2" Wide Pour Joint In Concrete Surface Located 30' From End of Bridge.

Transition Point From The Concrete Bridge Surface To The Asphalt Road Surface.

Frontal View Of The 1990 Plymouth Acclaim.

Closeup View Of The Right Front Bumper Facia.

Closeup View Of The Left Front Bumper Facia.

Paint Peeling From The Top Surface (Horizontal) Of The Right Front Bumper Facia.

Top View Of The Left Front Bumper Facia.

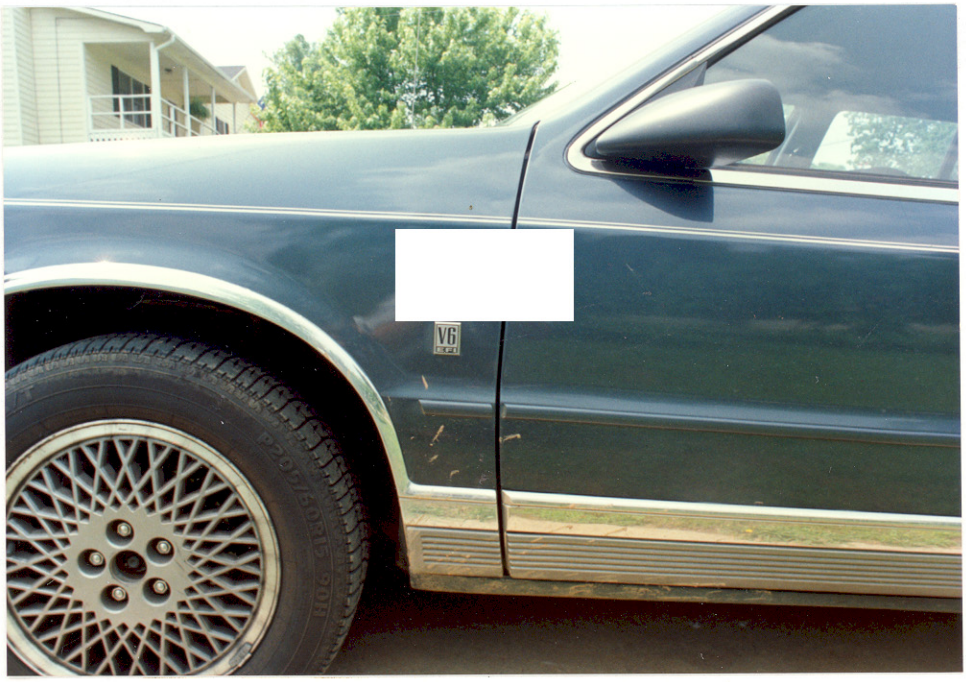
Longitudinal View Of The Right Hood Edge Fender Spacing.

Spacing Between The Left Side Of The Hood And The Left Front Fender.

Left Front Three-Quarter View.

Perpendicular View Of The Left Front Fender.

Left Front Wheel.

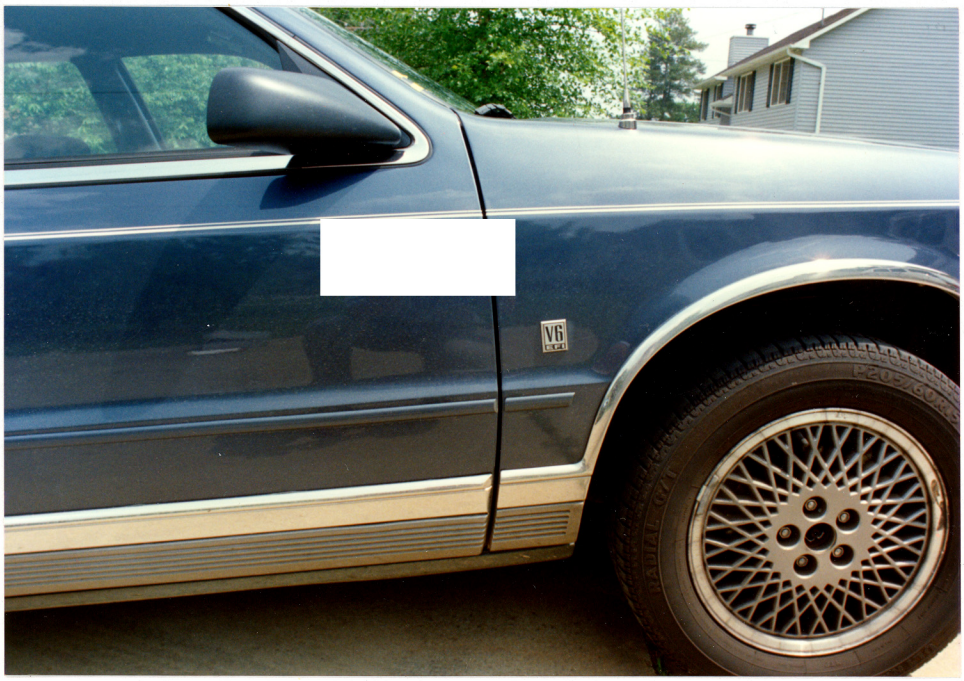


Left Front Fender/Left Front Door Spacing.

Right Front Three-Quarter View.

Perpendicular View Of The Right Front Fender.

Dealer Documented Damage To The Right Front Wheel.



Spacing Between The Right Front Fender And Right Front Door.

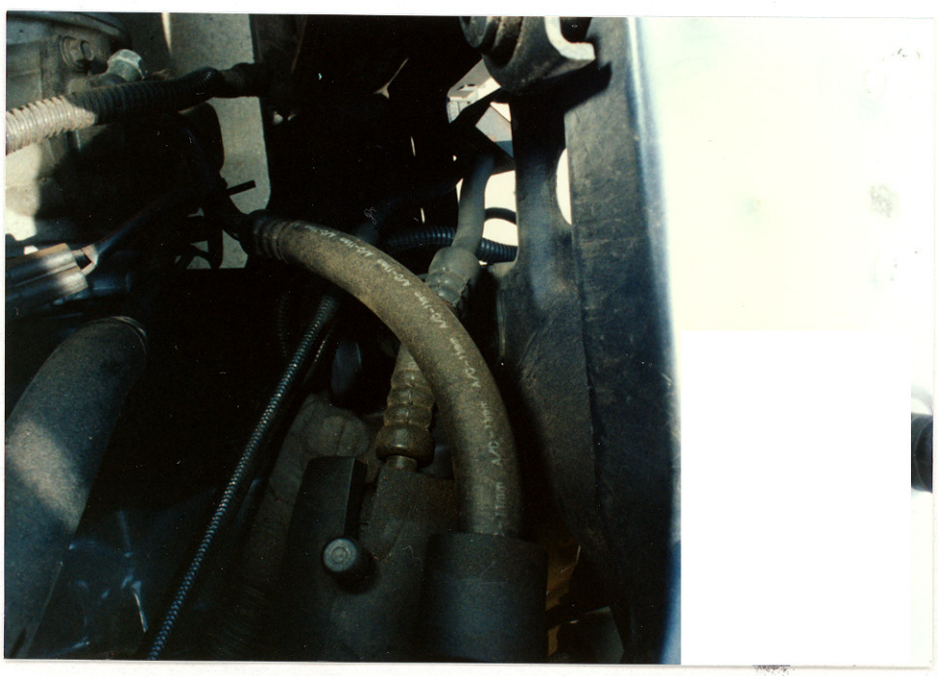
Overall Right Side View.

Crack To The Outer Pane Of The Windshield At The Lower Right Corner, Crack Appears To Originate From A Stone Chip Located 0.125" Inboard Of The Right A-Pillar.

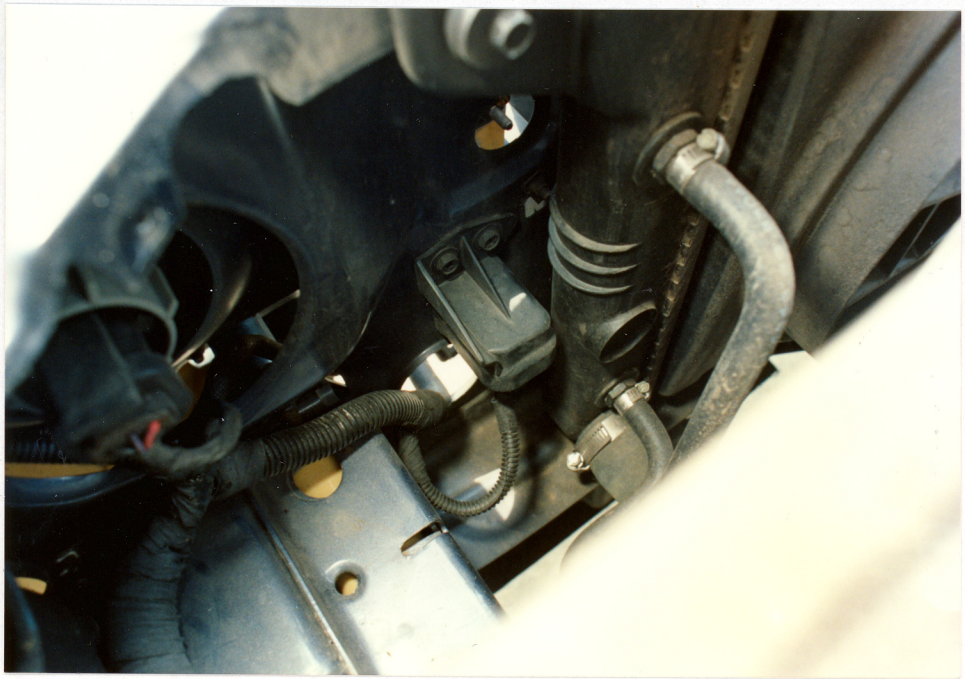
Another Stone Chip Near The Lower Center Portion Of The Windshield.

Overall View Of The Engine Compartment.

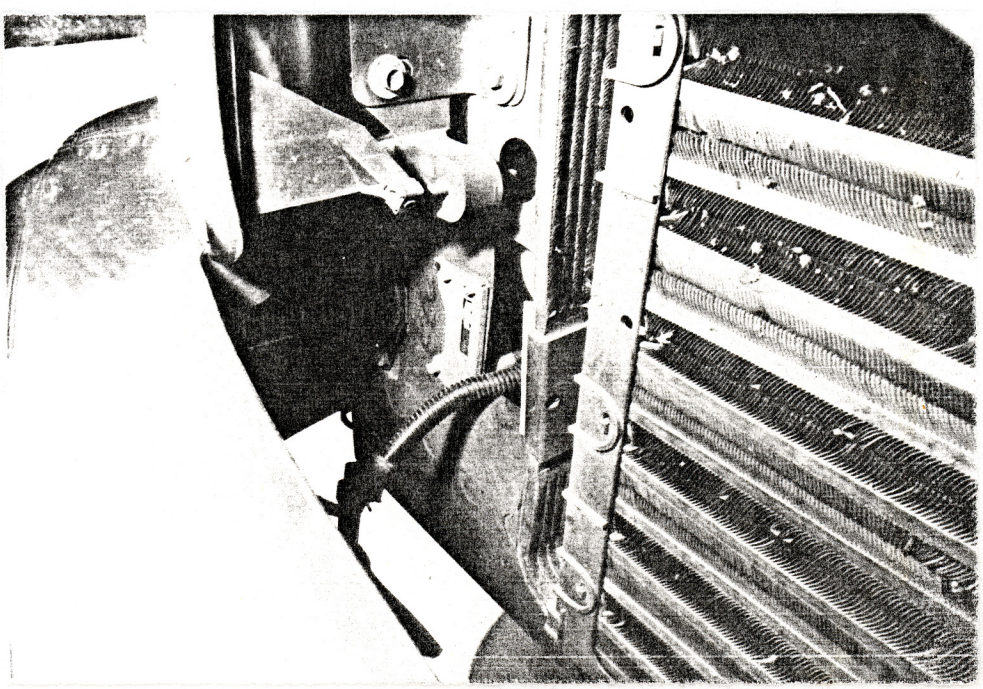
Perpendicular View Across The Upper Core Support.



Right Front Air Bag Crash Sensor (Under AC Hoses).



Left Front Air Bag Crash Sensor (Coolant Overflow Tank Removed).



Mounting Plate For The Right Air Bag Crash Sensor.

Mounting Plate For The Left Air Bag Crash Sensor.

Lower Bumper Facia And Driving Light Assemblies.

Closeup View Of The Right Lower Bumper Facia.

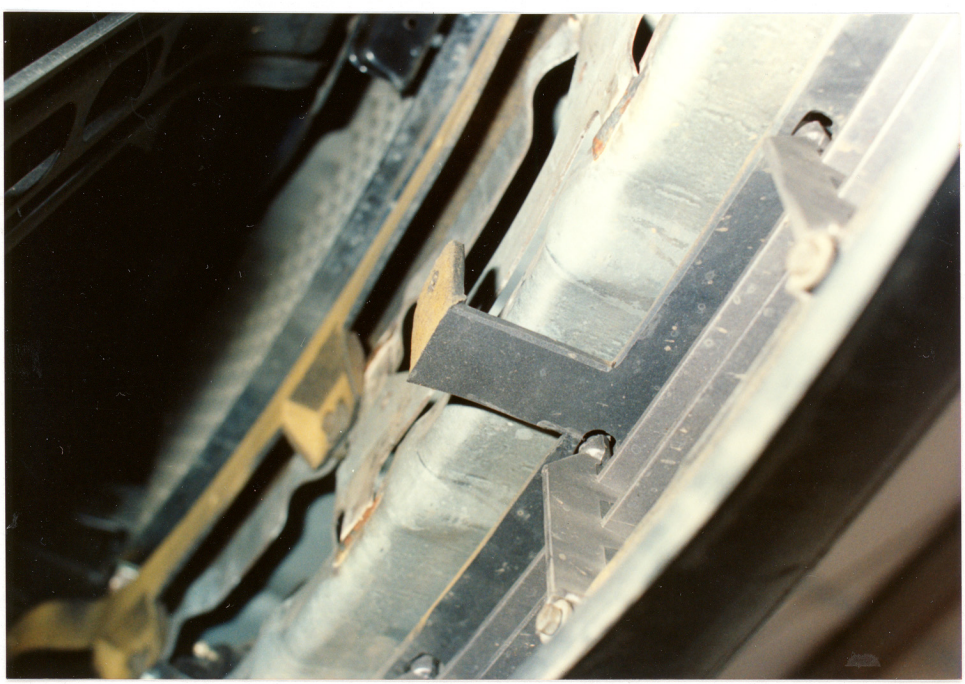
Left Lower Bumper Facia.

Perpendicular View Across The Right Side Of The Bumper Facia.

Perpendicular View Across The Left Side Of The Bumper Facia.

View Across The Facia And Lower Core Support.

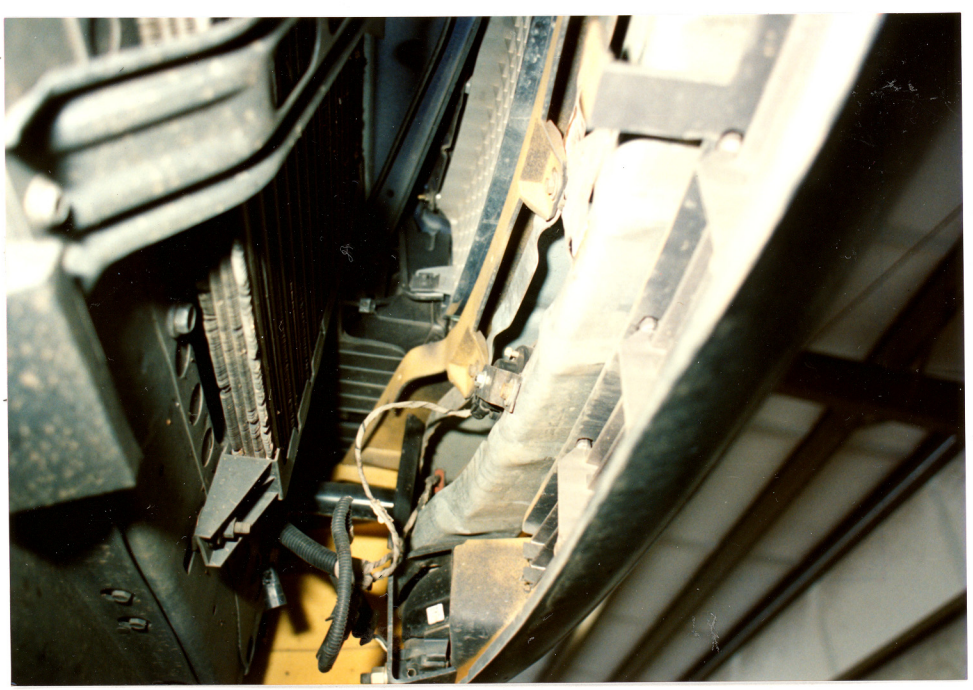
Similar View From The Left Side.



Center Support Bracket For The Lower Bumper Facia
(Push Plug Missing, Bracket Not Attached To Bumper Rebar).

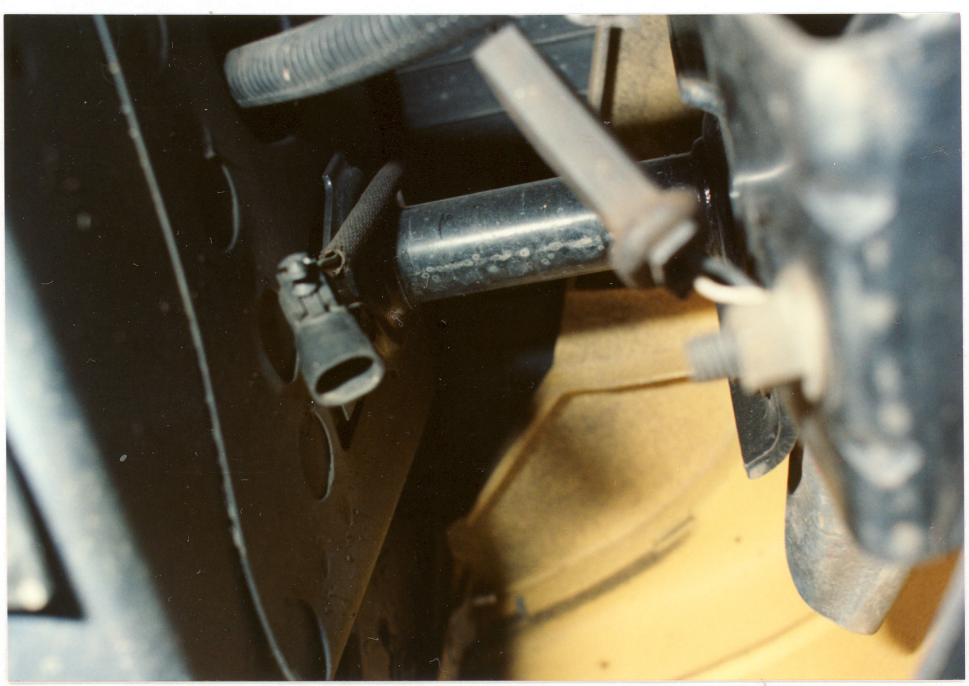
Right Side

Left Side



Views Of The Bumper Reinforcement Bar.

Right Front Bumper Energy Absorbing Device (EAD); 7/16" Of Compression And Return.



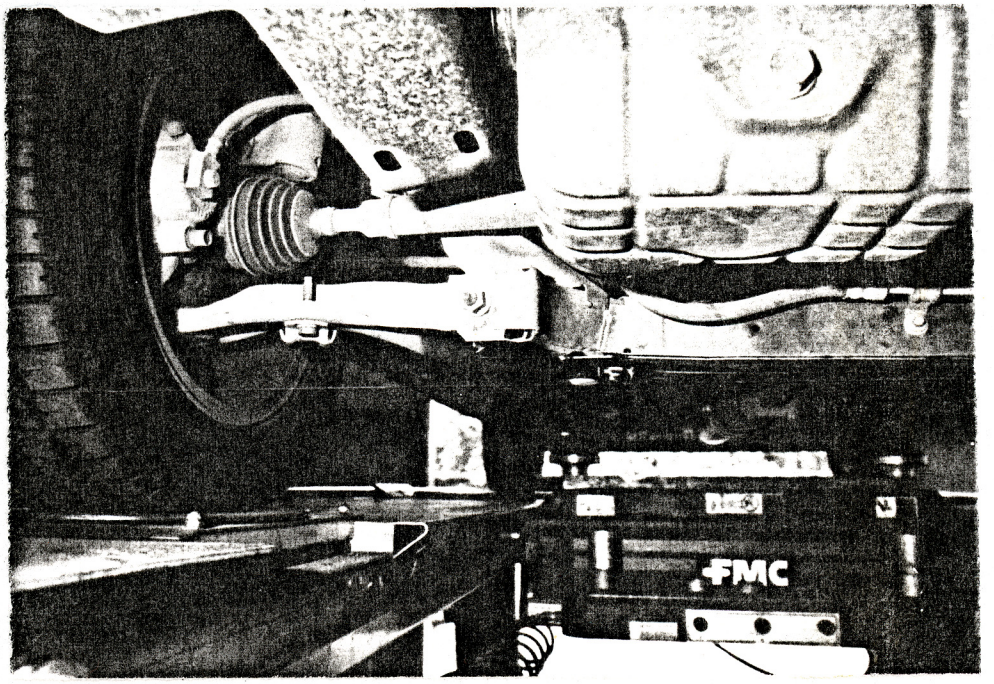
Left Front Bumper EAD; 1/4" Of Compression And Return.

Lower Core Support.

Closeup View Of The Right Side Of The Lower Core Support.

View Of The Splash Shield Attached To The Lower Core Support.

Overall View Of The Engine And Transaxle Oil Pans And The Crossmember.



Right Lower Control Arm.

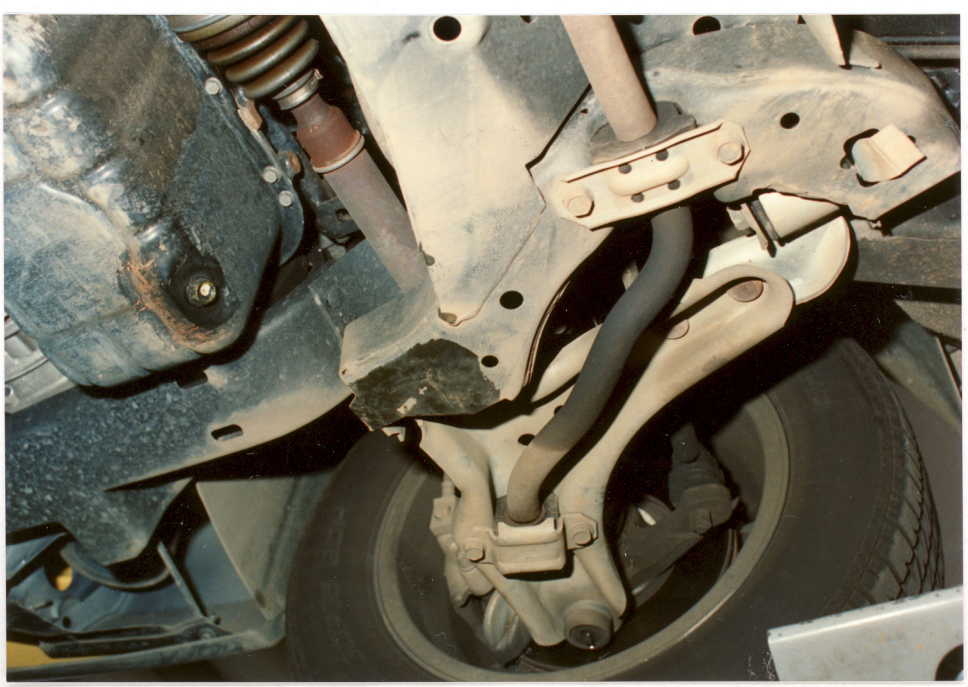
Tissue And Hair
On Crossmember

Left Lower Control Arm.

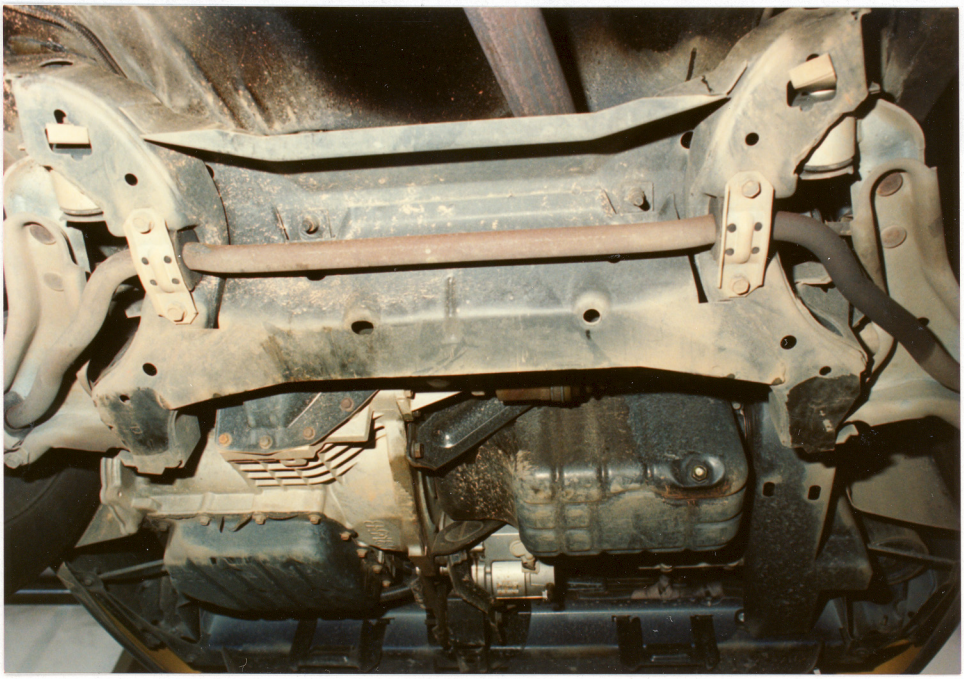
Right Front Drive Axle And Strut.

Left Front Drive Axle And Strut.

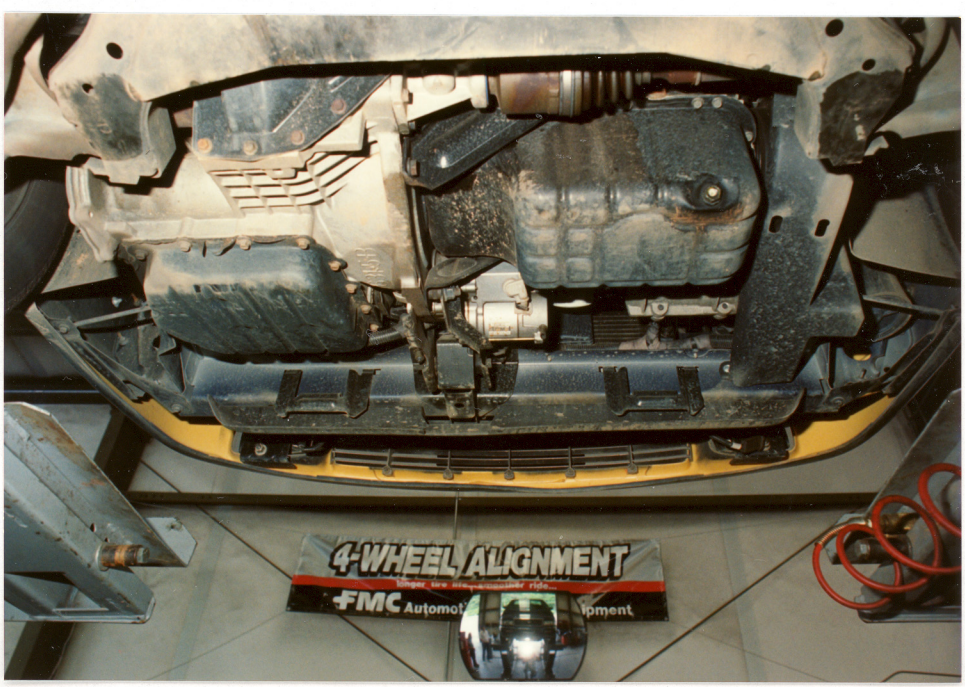
Right Side Of The Crossmember And Sway Bar.



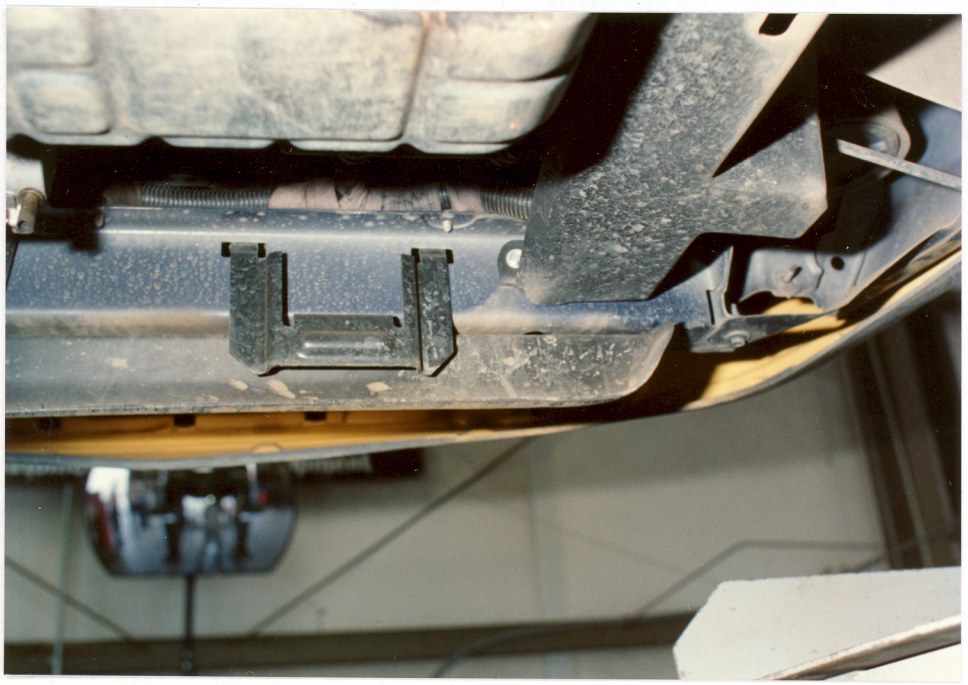
Left Side Of The Crossmember And Sway Bar.



Rearward View Of The Crossmember.

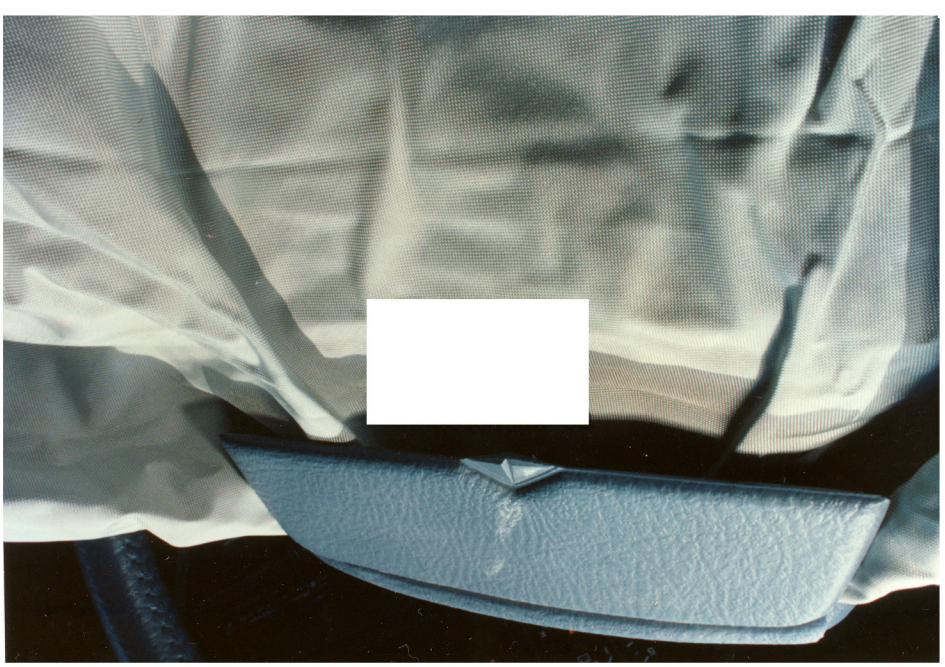


View Looking Forward At The Drive Train And The Lower Core Support.



Forward Views Of The Lower Core Support.

Deployed Driver's Air Bag.



Air Bag Identification Numbers.

APPENDIX A

Chrysler Documentation

[redacted] SERVICE & PARTS OPERATIONS

CONSUMER ASSISTANCE/INQUIRY REQUEST RECORD

[redacted]

F.C. 0 | SEQUENCE # [redacted] | GOCARD 3 DMB | OPENING DATE [redacted]92 | ZONE [redacted] | TYPE OF OPENING L | F=PUBLIC F=FLEET G=GOVT L=LEGAL C=CUSTOMER

TYPE OF CONTACT L | T=PHONE L=LETTER W=WALK-IN R=REFERRAL | CONTACT DATE [redacted]92 | EXEC. RESP. | DATE RECEIVED [redacted]92 | PREVIOUS FILE 11 Y | Y=YES N=NO | ALERT 15 | F=FIRE A=ACCIDENT | R=RED S=SAFETY B=BOTH

TITLE | OWNER'S FIRST NAME [redacted] | M.I. | LAST NAME [redacted] | OWNER'S REPRESENTATIVE—COMPANY NAME

ADDRESS [redacted] | REPRESENTATIVE—COMPANY ADDRESS D.M. Only

CITY [redacted] | STATE [redacted] | ZIP CODE [redacted] | CITY [redacted] | STATE [redacted] | ZIP CODE [redacted]

HOME PHONE # [redacted] | BUSINESS PHONE # 27 000 000-0000 | TITLE | FI | MI | LAST NAME | PHONE # 32

VEHICLE IDENTIFICATION NUMBER 33 1P3XA7633L[redacted] | DELIVERY DATE 34 [redacted]90 | MILEAGE 35 31000 | SELLING DEALER 36 [redacted] CHRY- | CODE [redacted]

SERVICING DEALER 38 | CODE [redacted] | COMBINATION INQUIRY OPENING & CLOSING CODES 40 [redacted] LEGAL 42 43 44 45

LETTER # 46 | DATE 47 | LETTER # 48 | DATE 49 | CHECK AMOUNT 50 | CATEGORY 51

52 53 CONCLUSION 54 D - DEALER POLICY F - FACT POLICY C - CUST RESP W - WARRANTY | REACTION 55 S=SATISFIED D=DISSATISFIED | HANDLING 56 T=PHONE L=LETTER P=PERSONAL D=DEALER

CLOSING DATE 57 | CLOSER 58 | ZONE APPROVAL 59 | COULD THIS COMPLAINT HAVE BEEN PREVENTED? 60 Y=YES N=NO | RESPONSIBILITY 61 S=SELLING DEALER R=SERVICING DEALER F=FACTORY O=OTHER

CAUSES 62 63 64 A=APPOINTMENT B=DEALER ATTITUDE T=LACK OF TRAINING D=DESIGN L=LOANER P=PARTS N=NO KNOWN FIX O=OWNER EXPECTATIONS W=WARRANTY TERMS Q=PRODUCT QUALITY R=SERVICE QUALITY C=SERVICE COST | TRANSIENT OWNER 65 Y=YES N=NO

DATE	OWNER'S DESCRIPTION AND ACTIVITY RECORD
	********** Alleged Inadvertent Air Bag Deployment **********
	Date of incident [redacted]2 at [redacted]pm.
	While traveling on interstate over [redacted] Bridge" air bag deployed
	as vehicle passed from bridge surface to road surface at 50mph.
	O claims that she travels road each day.
	Does not feel that there was sufficient reason for deployment.
	Vehicle is currently at o's residense. [redacted]
	PI's investigate, provide UVR w DRBII readings and photos.
	[redacted] D.M. Inspected — [redacted] Core Support Bent
	From impact. — D.M. Declined Warranty
	Owner Advised to contact Insurance.
	Part Squib Anal open 533 minutes.
	Squib Initiator open 533 Minutes

Close file

[redacted]

[redacted]

[redacted]1992

[redacted]

Dear [redacted]

We have received an inquiry from our [redacted] Office concerning your vehicle.

We have forwarded information to [redacted] our Service and Parts District Manager in your area who will contact you and assist with any unresolved parts or service repair condition.

If you are not satisfied with the handling of your complaint, please call our office at [redacted]

We are anxious to have owners of our products completely satisfied and regret you have encountered difficulties.

Sincerely,

[redacted]

GCC/gmm

cc: [redacted]

[redacted]

UNIVERSAL VEHICLE REPORT FORM

DEALER NAME, ADDRESS, CODE (1)

[redacted] CPD
[redacted] GA

VEHICLE IDENTIFICATION NUMBER (2)

1P3XA7633L[redacted]

TRANSIENT (3): 90 ▶

MAKE (4): Plymouth

MODEL (5): Acclaim

OWNER (6) OR CARRIER (7) & LOC. OF VEHICLE

NAME/DEL. CARRIER: [redacted]

ADDRESS/LOCATION: [redacted]

CITY: [redacted]

STATE: [redacted]

ZIP: [redacted]

ZONE: [redacted]

DEALER CODE: [redacted]

DATE OF INSPECTION (8): [redacted]92

V.O.N./S.O. NO. (9):

DLVRY RCPT/T.C.R NO. (10):

DAMAGE CLASS: (11) (CHECK ONE)

- A SELL
- B COMPANY USE/ AUCTION
- C DONATE
- D SCRAP

DAMAGE CODES: 00 NO EXCEPTIONS; 01 DENT; 02 BROKEN; 03 CUT; 04 DENTED; 05 CHIPPED; 06 CRACKED; 07 SCUGED; 08 MISSING; 09 SCUFFED; 10 STAINED OR SOILED - INTERIOR; 11 PUNCTURED; 12 SCRATCHED; 13 TORN; 14 DENTED; 20 GLASS CRACKED; 21 GLASS BROKEN; 22 GLASS CHIPPED; 23 GLASS SCRATCHED; 24 WRAPPER LIGHT DAMAGED; 25 DECAL/PAINT STRIPE DAMAGE; 26 FLUID SPILLAGE - EXTERIOR; 34 CHIPPED PANEL EDGE; 35 INCORRECT PART/OPTION; 37 HARDWARE - EXTERIOR DAMAGED; 38 HARDWARE - EXTERIOR LOOSE, MISSING

AREA	FRONT LFT	FRONT RT	REAR LFT	REAR RT	S/C
ANTENNA		01			
*BATTERY	02				
*BUMPER	03		04		
BUMPER GUARD/STRIP	05		05		
CIGAR LIGHTER	67				
*CARPET	68		67		
CAB PANEL	75	76	77		
CENTER PIST	70	69			
COWL	80				
DEFLECTOR/ SPOILER			84		
DOOR	10	12	11	13	
DOOR CARGO			06	07	

AREA	FRONT LFT	FRONT RT	REAR LFT	REAR RT	S/C
DOOR CARGO SLIDING SIDE	09				
ENGINE COMPARTMENT	69				
*FENDER	14	15	87	83	
FILLER ABOVE BUMPER	41				
FLOOR MATS	18		19		
GAS/CAP	81				
GAS TANK	44				
GLASS	20		21		
GLASS DOOR					
GLASS QUARTER					
*GRILLE	22				
HEADLIGHT & RIM	24	25			

AREA	FRONT LFT	FRONT RT	REAR LFT	REAR RT	S/C
HEADLINER	26				
HEAD PANEL HOOD EXT.	23				
HOOD	27				
INSIDE DOOR HANDLE			86		
KEYS	78				
MIRROR O/S	30	31			
MIRROR I/S	29				
MOULDINGS					
PARK LIGHT					
PART BOX INSIDE	64				
P.U. BOX OTR PNL			16	17	
OTR PNL EXT	78	79			

AREA	FRONT LFT	FRONT RT	REAR LFT	REAR RT	S/C
*RADIATOR	99				
RADIO/TAPE/CB	33				
REAR END PANEL	84				
ROCKER PNL	39	38			
ROOF	57				
RUNNING BOARD	58	59			
SPARE TIRE AND WHEEL	40				
SPLASH PANEL	42		43		
SUNROOF/ T-TOP	53				
SEAT	94	95	96		
TAIL LIGHT/ RIM				45	
WINDSHIELD (S)/HATCH GL				52	

AREA	FRONT LFT	FRONT RT	REAR LFT	REAR RT	S/C
TIRES	47				
TRIM PANEL	48	50	49	51	
TRUNK MAT					
UNDER CARRIAGE	54				
*VINYL/ CONV TOP	56				
WHEEL COVERS/ CAPS/RINGS	57				
WHEELS	46				
WIPERS	60				

DESCRIPTION OF: (12)

- ☐ MECH. FAILURE (13)
- ☐ QUALITY REPORT
- ☐ COMPLAINT
- ☐ MAJOR DAMAGE
- ☐ NON-MAJOR DAMAGE
- ☐ OTHER

MDH	ODOMETER	GVWR	ENGINE	TRANS.	WHL. BASE	FT. TIRES / RR TIRES	FT. SPRINGS / RR SPRINGS	CAIR NO.
	31,359		3.0	AUTO				[redacted]

VEHICLE INSPECTED AT: [redacted] CPD [redacted], GA

(NOTE: IF PRIOR REPAIRS, DESCRIBE.)

DM inspected vehicle: impact damage to bumper, bumper reinforcement, windshield cracked, damage to r.f. wheel, right inner fender. Air bag deployed, customer claims no impact, vehicle evidence shows otherwise.

FAULT - (Squib / Initiator) OPEN 533 Minutes DRB IT READINGS.

ACTION/RECOMMENDATION: (NOTE: Indicate who was responsible for above — if known). (14)

- ☐ DEALER
- ☐ VENDOR
- ☐ FACTORY
- ☐ UNABLE TO DETERMINE
- ☐ CARRIER
- ☐ SUBLET
- ☐ OTHER

REPAIR EST.: $

Denied assistance, impact evidence. Customer dissatisfied, will go further.

CONTACTED BY: (16)

VEHICLE TESTED WITH OWNER: (17) ☐ BEFORE REPAIRS ☐ AFTER REPAIRS ☐ NEITHER

IF CORRECTIVE REPAIRS WERE (18) COMPLETED — DATE

BE SURE TO DESCRIBE ABOVE: (1) • ANY PREVIOUS CORRESPONDENCE • ANY OWNER DISSATISFACTION

SELLING DEALER — IF DIFFERENT FROM ABOVE: (20)

CHRYSLER REP. SIGNATURE & ZONE (21) [redacted] (61)

CARRIER/WITNESS SIGNATURE & DATE (22)

DISTRIBUTION: COPY 1, 2 — S & P DIVISION OFFICE (VIA ZONE); 3 — ZONE OFFICE; 4 — REPRESENTATIVE'S FILE

[redacted]

SEE REVERSE SIDE: INSTRUCTIONS; PLANT CODES; MAJOR DAMAGE DEF.

COPY:

Form 81 523 8903 (Rev. 10-91)

LEGAL FILE

[redacted]

[redacted] 1992

[redacted]

RE: V.I.N.: 1P3XA763[redacted]

Dear [redacted]

This will acknowledge and respond to your inquiry initiated on [redacted] 1992, regarding the deployment of the air bag on your 1990 Plymouth Acclaim.

A thorough review of the incident and an inspection of the vehicle was performed. It was concluded that evidence of force sufficient to deploy the air bag was noted in the area of the radiator core support. This is the area where two of the three impact sensors are placed. The stored codes in the diagnostic module indicates that the air bag deployed 533 driving minutes prior to the inspection. There were no stored or active fault codes present that would indicate a problem with the system.

Therefore, we must conclude that the threshold for deployment had occurred and the system operated consistent with its design. It is, therefore, our suggestion that you contact your insurance company for further information regarding the replacement of this unit.

Thank you for this opportunity to review this matter with you.

Sincerely,

[redacted]

/blw

RECEIVED
[redacted] 1992
OWNER RELATIONS

SEQ #	CC	OPEN/DATE	ZONE	OPEN/TYPE	CONT/TYPE	CONT/DATE	EXEC DAT/RCD	PREV AL
	DMB	92	61	L	L	92	92	Y S

TITLE FIRST NAME MI LAST NAME *OWNERS REPRESENTATIVE - COMPANY NAME

OWNERS ADDRESS *REPRESENTATIVE- COMPANY ADDRESS

CITY ST ZIP CODE *CITY ST ZIP CODE
GA

HOME PHONE BUSINESS PHONE *TITLE FI MI LAST NAME PHONE

VEHICLE IDEN # DEL DATE MILEAGE -SELL DLR/ZIPCD CODE -SERVC DLR/ZIPCD CODE
1P3XA7633L 90 31000 CHRY-

INQUIRY CODES FORM LTR DATE FORM LTR DATE CHK AMT CAT
LEGAL 000000 000000

DIST CONT DATE CONCLUSION REACTION HANDLING CLOSING DATE CLOSER
B C D T SGB

PREVENTABLE RESPONSIBILITY CAUSES TRANSIENT TO ZONE SAMPLE NARR# ST
N 0 0 N 20 P

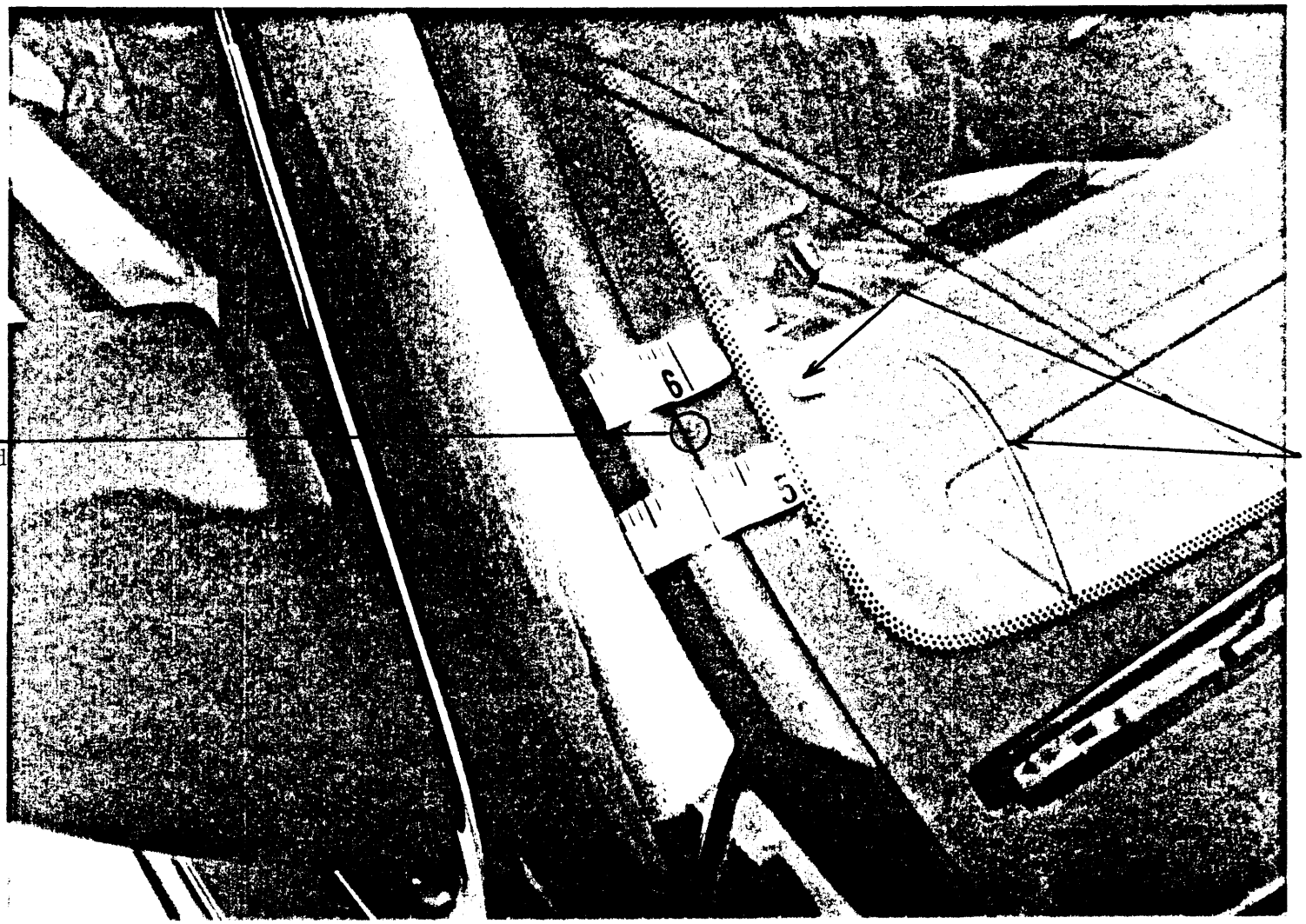
NARRATIVE FOR CAIR:
********** Alleged Inadvertent Air Bag Deployment **********
Date of incident 2 at pm.
While traveling on over Bridge' air bag deployed
as vehicle passed from bridge surface to road surface at 50mph.
O claims that she travels road each day.
Does not feel that there was sufficient reason for deployment.
Vehicle is currently at o's residense.
PI's investigate, provide UVR w DRBII readings and photos.
zone spoke with owner to ack. open cair. owner claims the air bag
deployed without any contact made to the vehicle. zone advised the
owner a d.m. would contact and arrange for an inspection. sgb
O - O recontacts SI (NOR). Alleges that inspection took place
on 2, however, DRB II readings were not taken. Owner is
correct in insisting that these readings should be taken. dmb
d.m. inspected vehicle and found the rad. core support to show signs
of being contacted to the degree to cause the air bag to deploy uvr
was completed and to be sent to the zone.
dealer performed drb readings and indicated that the squib initiator
was open 533 min. sgb
- Confirming letter sent to from DMP. dmb

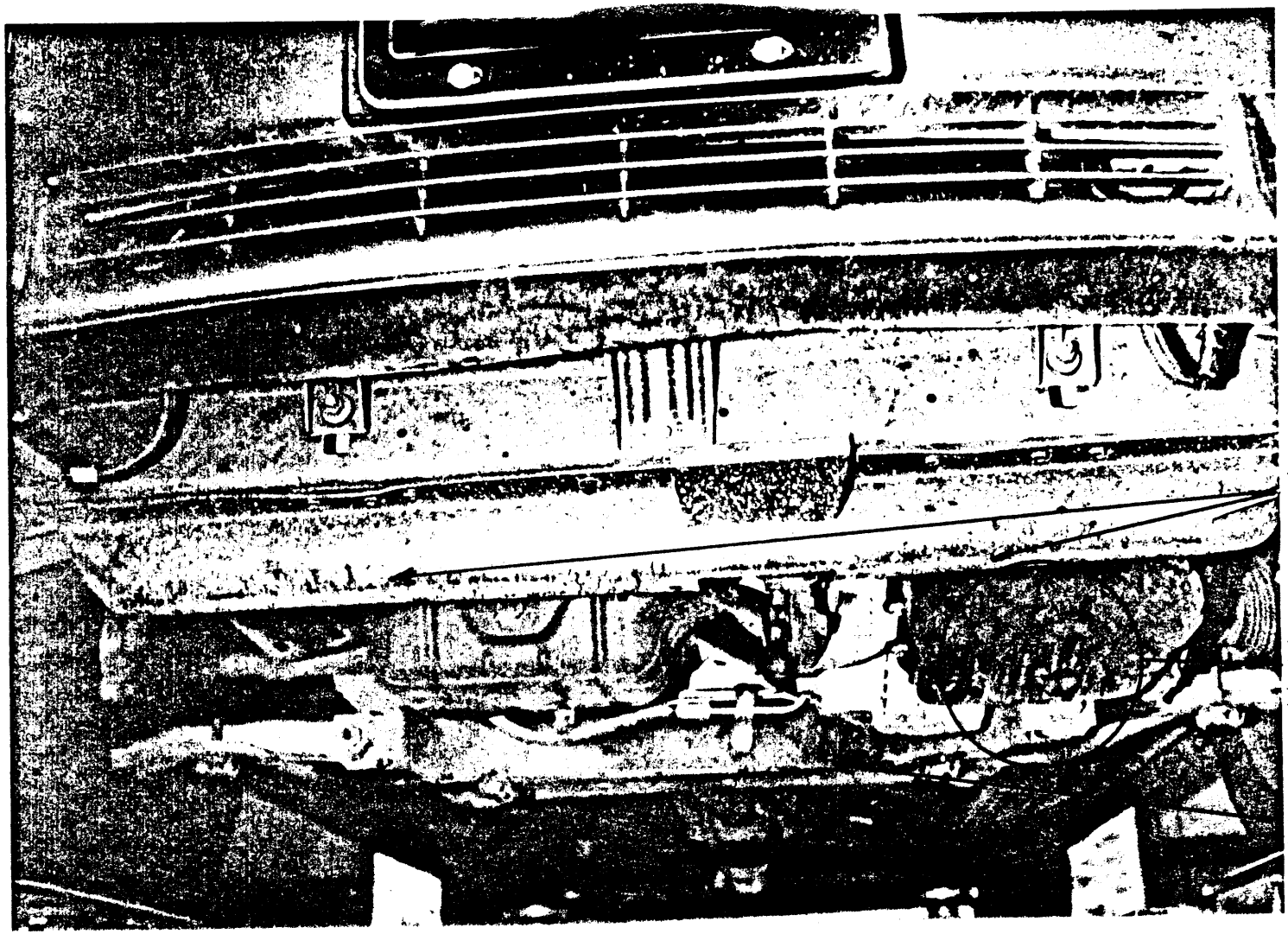
***** END OF REPORT *****

APPENDIX B

Vehicle Damage Schematics


Paint peeling from top of bumper facia
Driving lamp lens cracked
Paint chipped


Apparent stone chip to windshield
Crack to outer pane of glass, originates at chi
6
5

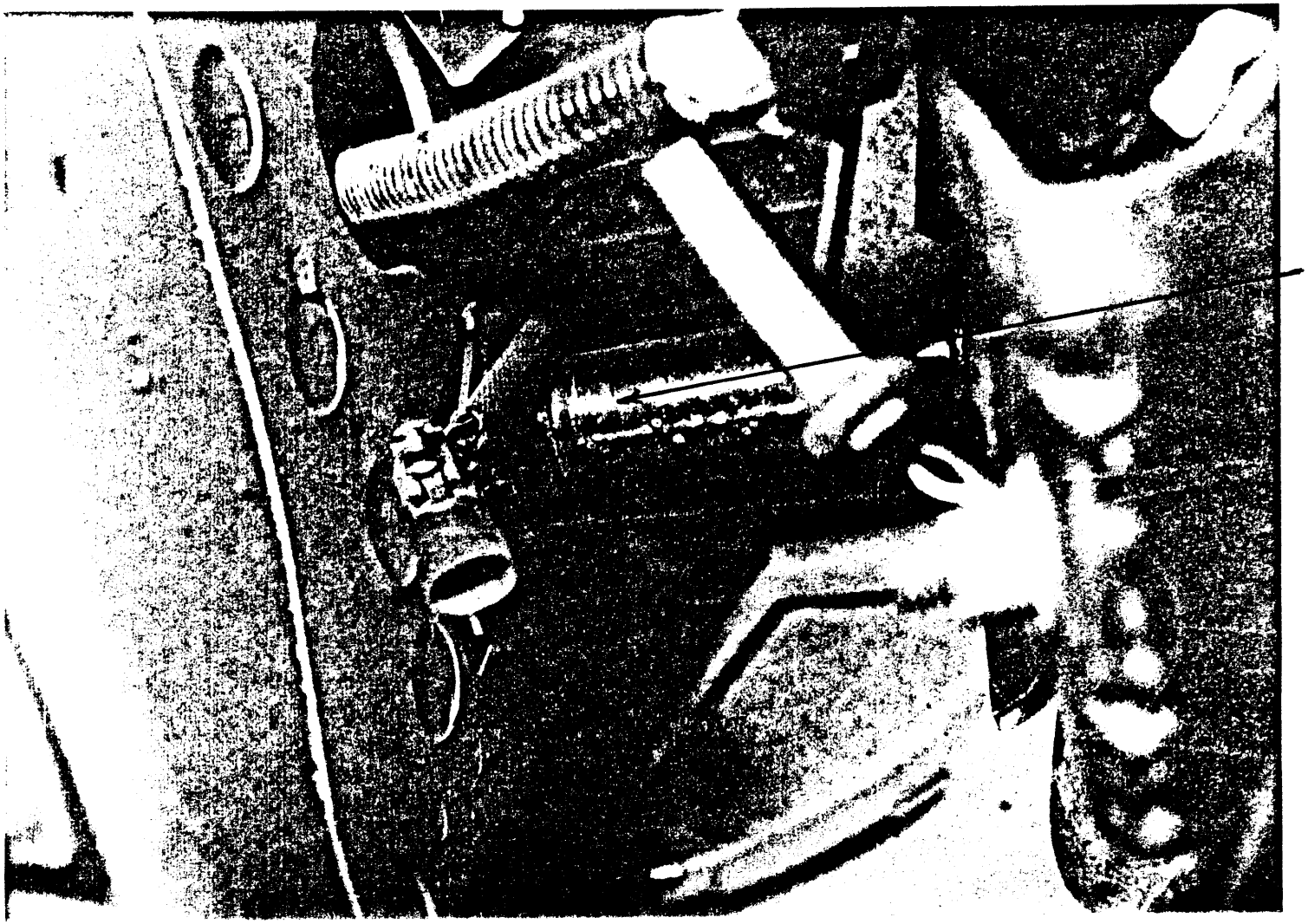


Abrasions to splash shield

Abrasions to transaxle oil pan

Tissue and hair deposit, appears to be recent

Right front bumper EAD stroked 7/16", returned to original position



Left front bumper
EAD stroked .25",
returned to
original position

APPENDIX C

Wheel Alignment Results

F

[redacted] TIRE SERVICE
ROUTE [redacted] BOX [redacted]
[redacted] GA. [redacted]

DATE: [redacted] 92

ALIGNMENT RESULTS

	LEFT FRONT				RIGHT FRONT			
	SPECIFICATIONS		READINGS		SPECIFICATIONS		READINGS	
	MIN	MAX	INITIAL	FINAL	MIN	MAX	INITIAL	FINAL
CASTER	+0.20	+2.20	*N/M*	*N/M*	+0.20	+2.20	*N/M*	*N/M*
CAMBER	-0.20	+0.80	*N/M*	*N/M*	-0.20	+0.80	*N/M*	*N/M*
TOE	0	+1/16	*N/M*	*N/M*	0	+1/16	*N/M*	*N/M*
SAI	+13.00		*N/M*	*N/M*	+13.00		*N/M*	*N/M*
INC. ANGLE	*N/S*	*N/S*	*N/M*	*N/M*	*N/S*	*N/S*	*N/M*	*N/M*

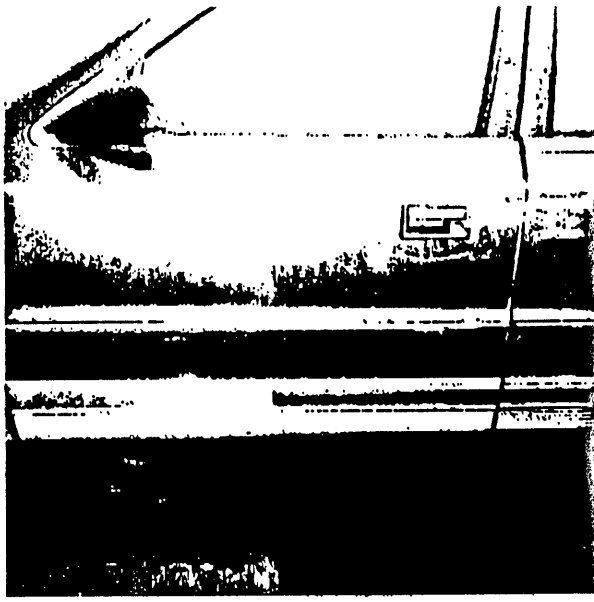
	LEFT REAR				RIGHT REAR			
CAMBER	-1.00	0.00	*N/M*	*N/M*	-1.00	0.00	*N/M*	*N/M*
TOE	-1/16	+1/16	*N/M*	*N/M*	-1/16	+1/16	*N/M*	*N/M*

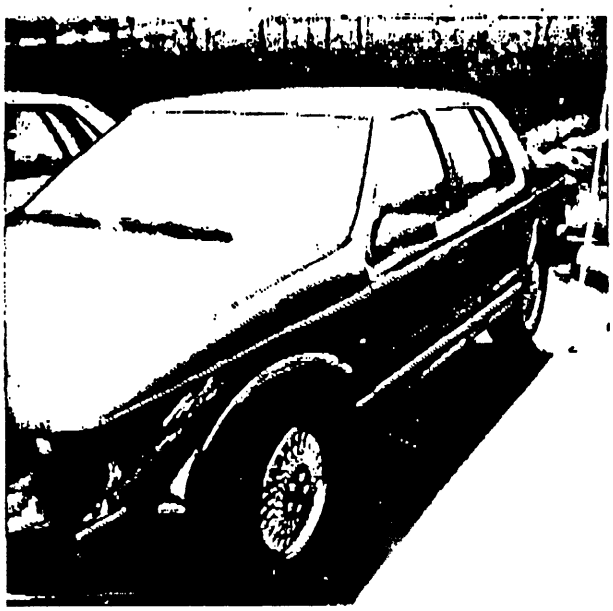
	FRONT				REAR			
	SPECIFICATIONS		READINGS		SPECIFICATIONS		READINGS	
	MIN	MAX	INITIAL	FINAL	MIN	MAX	INITIAL	FINAL
TOTAL TOE	0	+1/8	*N/M*	*N/M*	-1/8	+1/8	*N/M*	*N/M*
SETBACK	0	0	*N/M*	*N/M*	0	0	*N/M*	*N/M*
THRUST ANGLE	------	------	------	------	0.00	0.00	*N/M*	*N/M*

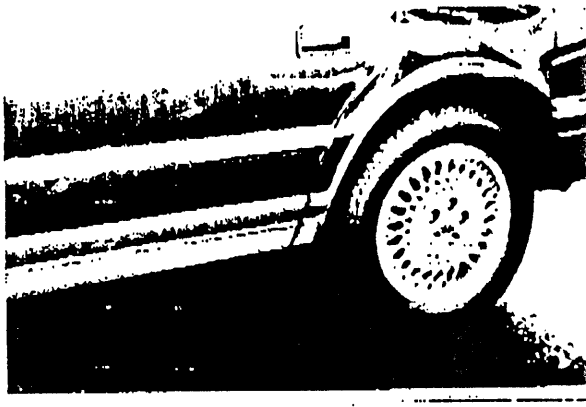
```
*********************************************
*                                           *
*          ALIGNMENT MEASUREMENTS       SI  *
*          ----------------------           *
*                                           *
* FRONT CASTER          +1.92          +1.24  *
*       CAMBER          +0.36          -0.44  *
*       TOE              +1/32          +1/16 *
*       TOTAL TOE                +3/32       *
*       SETBACK                 *N/M*        *
*       SAI               *N/M*          *N/M* *
*       INCL ANGLE        *N/M*          *N/M* *
*                                           *
* REAR  CAMBER          -0.64          -0.96  *
*       TOE              -1/16          +1/16 *
*       TOTAL TOE                +1/32       *
*       THRUST ANGLE            -0.12        *
*   MENU     - C - RE-MEASURE CASTER          *
*                                           *
*********************************************
```

APPENDIX D

Previous Accident Data







[redacted]

CHRYSLER
Plymouth

[redacted]

CHRYSLER-PLYMOUTH

[redacted] GEORGIA [redacted]

"Where Customers Send Their Friends" ®

[redacted]

PARTS FOR:
CHRYSLER
PLYMOUTH
DODGE
DODGE-TRUCKS
JEEP
EAGLE

RETAIL - [redacted]
WHOLESALE - [redacted]
GA WATTS LINE - [redacted]
MON-FRI 7:30 AM TO 6:00 PM

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
[redacted] 1990		[redacted] 1990	[redacted] 1990	[redacted]

SOLD TO

ACCOUNT NO. [redacted]

[redacted] CHRYSLER
RO [redacted]
90 ACCLAIM

SHIP TO

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
			BODY SHOP	[redacted] GA

			DESCRIPTION	LIST		
1	1	04451606	FASCIA	295.00	295.00	295.00
1	1	04451274	ABSORBER	19.50	19.50	19.50
1	1	05263418	RETNR	67.00	67.00	67.00
1	1	04451614	STRIP	17.50	17.50	17.50
1	1	04451615	STRIP	17.50	17.50	17.50
1	1	04399613	LAMP	27.00	27.00	27.00
1	1	0HE87HD2	MLDG	70.00	70.00	70.00
1	1	04386327	SHIELD	17.00	17.00	17.00
1	1	0X661HC7	MLDG	1.85	1.85	1.85
1	1	0HE89HD2	MLDG	67.00	67.00	67.00
1	1	04411947	FENDER	245.00	245.00	245.00
1	1	0X662HC7	MLDG	7.00	7.00	7.00
1	1	0X665HC7	MLDG	5.50	5.50	5.50
3	3	04515325	CLIP	1.25	1.25	3.75
1	1	04396201	PANEL	145.00	145.00	145.00
2	2	06033376	CLIP	0.60	0.60	1.20
1	1	04451977	RETAINER	15.00	15.00	15.00
1	1	04388557	ADAPTER	29.00	29.00	29.00

********THANK YOU FOR********
***********YOUR************
**********BUSINESS**********
****
****

CUSTOMER'S SIGNATURE

PARTS	1050.80
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$1050.80

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, [redacted] CHRYSLER-PLYMOUTH, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and [redacted] CHRYSLER-PLYMOUTH neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE

P 03

PAGE 1

[redacted]

COMPANY
INSURED [redacted]
LOSS DATE [redacted]/90

INSP DATE [redacted]/90
ESTIMATOR [redacted]

SHOP [redacted]
ADDRESS [redacted]
CITY STATE [redacted] SA.
ZIP [redacted]

NAME [redacted]
ADDRESS [redacted]
CITY STATE [redacted]
ZIP [redacted]

LIC# DEALER TAG
ENG/COLOR BLUE
CONDITION GOOD

E=NEW PART EC=QUALITY REPL PART P=CHECK
I=REPAIR/ALIGN/SUBLET OPERATION
TE=PART/PARTIAL REPLACE PARTIAL REPAIR
AA=APPEARANCE ALLOWANCE PRIOR DAMAGE

OLD DAMAGE-NONE VISABLE
VEHICLE IS ACTUALLY A 90 MODEL.
REINSPECTED AT [redacted]

1989 PLYMOUTH ACCLAIM LX 4 DOOR

OPTIONS: POWER DOOR LOCKS
HEATED REAR WINDOW
AIR CONDITIONING

OP	CODE	MC	DESCRIPTION		AJ%	HOURS	R
E	006		COVER,FRT BUMPER		.00	2.2	1
L	006		COVER,FRT BUMPER			2.0	4
E	012		ABS,FRONT ENERGY		.00	.3	1
E	014		MLDG,FRT BUMPER COVER		.00		1
E	015		MLDG,FRT BUMPER COVER		.00		1
E	027		REINF,FRT BMPR COVER		.00		1

E	041		SEAL,HEADLAMP	LT	11.50		.6 1
E	050		LAMP,SIDE MARKER	LT	.00		1
E	052		HEADLAMP ASSY	LT	.00		1
I	073		PANEL,RAD SUPT				2.5*1
L	073		PANEL,RAD SUPT				1.2 4
E	103		FENDER,FRONT	LT	5.00		2.2 1
L	103		FENDER,FRONT	LT			2.8 4
E	113		SKIRT,INR FENDER	LT	1.00		.3 1
E	124		NAMEPLATE,FENDER	LT			.2 1
E	132	01	MLDG,FENDER UPR	LT	1.85		.2 1
E	139		MLDG,WHEEL OPNG	LT REAR	5.00		.3 1
I	209		PNL,FRT DOOR OTR	LT		S	5.5*1
L	209		PNL,FRT DOOR OTR	LT			1.8 4
E	211		MIRROR,OUTER P/L	LT	.00		.6 1
E	216	01	HANDLE,FRT DR OTR	LT		S	.6 1
E	248	01	MLDG,FRT DR UPR	LT	.00		.3 1
E	250		MLDG,FRT DR LWR	LT			.3 1
I	287		DOOR SHELL,REAR	LT		S	1.0*1
E	289		PNL,RR DOOR OTR	LT	5.00	S	7.2 1
L	289		PNL,RR DOOR OTR	LT			2.2 4
E	291	01	MLDG,RR DR UPR	LT	3.50		.3 1
E	293		MLDG,RR DR LWR	LT			.3 1
E	385		MLDG,QTR WHL OPNG	LT	1.00*		.3*1
I	389		PANEL,QUARTER	LT			12.0*1
L	389		PANEL,QUARTER	LT			2.1 4
I	391		PNL,QUARTER INR	LT			1.5*1
N	973		*HEADLAMPS ALN				.5 2
L	M01		CLEAR COAT				3.5*4
I	M40		FRAME SIDESWAY, FRONT				4.0*1
EC			LF DOOR EDGE GUARD SUB		5.00*		1.0*1
N			LF DOOR EDGE GUARD S				.2*1
L			STRIPE				1.5*4
EC			FLEX AGENT		1.00*		
I			SET UP				4.0*1
L			THREE TONE				1.0*4
E			CLIPS		1.00*		
I			*FRONT WHEEL ALIGN		.00*		
I			UNDERCOATING SUB		1.00*		

44 ITEMS

MB MESSAGE

01 CALL DEALER FOR FINAL PRICE

No Discount

FINAL CALCULATIONS & ESTIMATE

GROSS PARTS	1,135
ADJUSTMENTS	
OTHER PARTS	
PAINT MATERIAL	
PARTS TOTAL	
TAX ON PARTS & MATERIAL	

LABOR	RATE	
1-SHEET METAL		.60
2-MECH/ELEC		
3-FRAME		.00

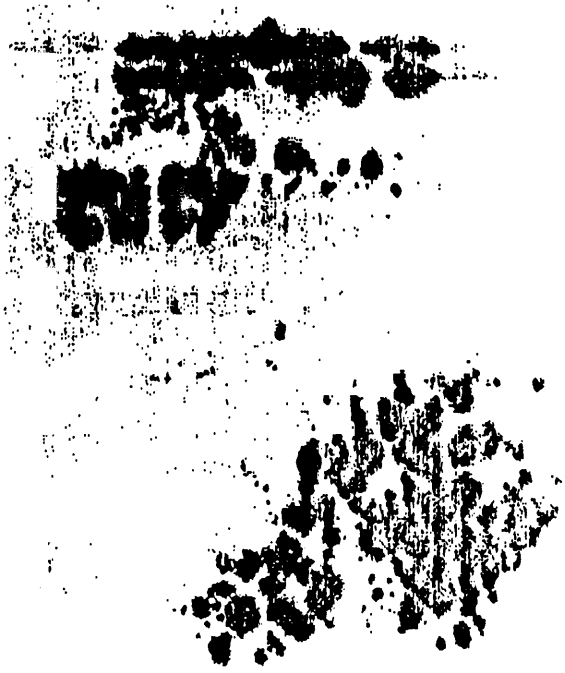
Body frame 5.8 4.0 = 19.2

4-REFINISH
5-PAINT MATERIAL
LABOR TOTAL
TAX ON LABOR
SUBLET REPAIRS
TOWING & STORAGE
GROSS TOTAL
LESS: DEDUCTIBLE

NET TOTAL
LESS: ORIGINAL NET TOTAL
NET SUPPLEMENT TOTAL

ADPMAUDATEX A1 U SU [illegible]
PXN:HN/[illegible]/00/00/00 [illegible]

THIS IS NOT AN AUTHORIZATION TO [illegible]
ATTENTION - PRESENT THIS [illegible] BEFORE REPAIRS BEGIN.
ANY SUPPLEMENTAL REPAIRS [illegible]
REPRESENTATIVE. REPAIR [illegible]



18.1 paint